

Voice over Internet Protocol Trial

Approach

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2.Revision History

Revision Number	Notes	Date
1	Initial documentation	2/7/06
2	Update sections to reflect new timelines	2/8/06
3	Update document based on steering committee input	2/10/06
4	Internal Communication Review	2/13/06



3.Statement of Intent

This VoIP Trial Approach documents the overall methodology for the VoIP Trials. It clearly communicates the purpose, objective and scope to ensure proper support and understanding of the VoIP Trials being conducted by the Operations Division of the Georgia Technology Authority (GTA).

4. Background

The Voice over Internet Protocol (VoIP) project is a strategic effort initiated to research the potential product strategies available for the deployment of both premises-based and network-based VoIP solutions. The Georgia Technology Authority (GTA) has entered into an engagement with the Burton Group to assist with this research effort.

The Burton Group recommends that GTA adopt a voice product strategy based on a hybrid IP-PBX system architecture centrally deployed within a hosted implementation model. This approach will minimize capital, operational and recurring maintenance costs while achieving GTA's goal of building a communications framework that will enable state agencies to meet their own unique business requirements and to improve their ability to serve their constituents.

In an effort to gain information in determining the value of VoIP for state agencies and other customers, the GTA will work with recognized VoIP vendors on a Technology Service VoIP Trial Program. The recognized VoIP vendors will participate with selected agency customers to provide, at no cost to GTA or the agency, temporary VoIP service that would be deployed through multiple sites in selected agency offices.

The temporary VoIP service will be deployed in up to 100 endpoints spread across one to three agency offices for the purpose of permitting GTA and selected state agencies to examine and evaluate VoIP service.

The duration of this trial program is anticipated to be for a period of 180 days. Selected vendors will provide all equipment necessary to ensure a successfully deployed system. Such equipment will include (without limitation) all hardware, software, firmware, middleware, and telephone sets which will include "hard" phones and "soft" phones. GTA will provide LAN/WAN connectivity and cabling infrastructure, but will not install new infrastructure to support this trial.

5. Trial Purpose and Objective

The overall purpose of the Technology Service VoIP Trial Program is to determine the value of VoIP for state agencies and other customers. The trial program will also test:

1. features and functionality
2. interoperability
3. agency LAN readiness
4. WAN readiness (technical and financial) for VoIP implementation at an enterprise level
5. usability of VoIP specific features
6. customer satisfaction.

Finally, the trial program will document lessons learned

These purposes will be achieved through the following objectives:

Purpose	Objective
Test features and functionality	Ensure that features currently used in the state environment are readily available
Test interoperability	Ensure interoperability between a VoIP implementation and the State of Georgia's current environment (TDM and VoIP.)
Test LAN readiness	Determine the technical and financial implications for VoIP implementation
Test WAN readiness	Determine the technical and financial implications for VoIP implementation at an enterprise level
Test usability of VoIP specific features	Determine VoIP specific features important to trial agency and potential for enterprise adoption
Test customer satisfaction	Determine flexibility, responsiveness, and support/provisioning/delivery processes of a VoIP Service Provider
Document lessons learned	Document results of the VoIP Trial

6. Scope

The scope of the Technology Service VoIP Trial Program includes the following activities:

1. Document detailed Technology Service VoIP Trial objectives to be incorporated in the procurement announcement
2. Document detailed Technology Service VoIP Trial guidelines and expectations to be incorporated in the procurement announcement
3. Document and post the Technology Service VoIP Trial announcement to the Georgia Procurement Registry
4. Document the Technology Service VoIP Trial evaluation approach

5. Document agency communication concerning the Technology Service VoIP Trial
6. Create an agency questionnaire to be used for the purpose of gathering information on site selection, number of endpoints, features, physical infrastructure, local site contact, etc.
7. Document lessons learned from the trial program and amend the RFP document as appropriate.

6.1. *Schedule Estimate*

The schedule is an assessment of the likely milestones for noted deliverables. Pending schedule slippage, the estimated dates will stand.

WBS	Associated Deliverables	Time Line
1.5.9	Trial Announcement Document	January 2006
1.5.10	VoIP Trial Approach Document	February 2006
1.5.14	Vendor Trial Award Announcement	March 2006
1.5.16	Lessons Learned	June 2006

7. Approach

Working with the Burton Group, agencies and recognized VoIP Vendors, GTA will follow a phased approach.

Phase 1 – Technology Service VoIP Pilot Announcement

- GTA will define and document the objectives of the Technology Service VoIP Pilot Program to be included in the procurement announcement.
- GTA will solicit vendor participation in a Technology Service VoIP Pilot Program in conjunction with our effort to review, test and trial VoIP solutions for state agencies and other customers of GTA.
- The Technology Service VoIP Pilot Program will be limited in scope. It will involve no more than one-hundred (100) endpoints spread across one to three locations for each agency.

Phase 2 – Trial Invitation to Agencies

- The VoIP project team will work with Solutions Marketing to determine if the following agencies are interested in participating in the trials. To ensure that the trials do not place undue strains on already limited resources, the invite will be extended to no more than five (5) agencies.



- DHR
- DTAE
- GBI
- BOR
- Forestry Commission

Phase 3 - VoIP Trial Evaluation

- GTA will select an evaluation team to be comprised of resources throughout the GTA enterprise as well external agency resources that choose to participate.
- The VoIP Project Team will work with GTA procurement resources to develop a requirements checklist to be used during the RFI evaluation.
- The requirements checklist will include VoIP trial requirements, guidelines and expectations.
- Using the requirements checklist, the evaluation team will determine compliance based on vendor responses.
- Should there be a "tie," the evaluation team will utilize independent VoIP research to determine enterprise vendors.
- Selected vendors will be required to conduct a 30-minute presentation to GTA and agency participants highlighting their expertise in, but not limited to, the following VoIP business drivers:
 - call center
 - security
 - collaboration (videoconferencing)
 - mobility
 - presence.

Phase 4 – Vendor/Agency Engagement

- GTA will work with participating agencies to determine vendor trial assignment.
- GTA will work with agencies will determine which business driver will be the focus of their trial. Due to vendor cost constraints, the agency should identify one (1) primary business driver to be evaluated during the pilot.
- Vendors and agencies will be matched after the vendor presentations, based on vendor strength and agency business drivers.
- Vendors will work with agencies to document a detailed test plan based on their selected business driver to be evaluated during the trial.



Phase 5 – Status/Lessons Learned

- As noted in Request for Information 980-260039, vendors will provide a bi-weekly status report to GTA on documented VoIP trial objectives.
- Working with agencies and vendors, GTA will host a VoIP Lessons Learned session.

8. Out of Scope Services

The following services, which would be reasonable during a contracted deployment, are out of scope during the VoIP Trial.

- GTA-conducted VoIP training for agency staff participating in the VoIP trial.
- Upgrades to an agency's existing LAN or WAN connectivity.
- A detailed VoIP test plan; vendors will work with agencies to document a detailed test plan based on their selected business driver to be evaluated during the trial.